



## Texas Vital Statistics Section 2018 Five Star Criteria for Medical Certifier Facilities

*To qualify for the exemplary award, your facility must have met ALL exemplary designation criteria. To qualify as a recognized winner, your facility must have met ALL minimum qualification criteria.*

### **TxEVER Training:**

Attended at least one TxEVER conference call AND completed a TxEVER training either in person at a Regional Conference in summer 2018 or online through a training module available late 2018.

*Offices that completed a conference call AND an in-person training AND an online training will be considered for Exemplary Five Star.*

### **Electronic Certification:**

Completed electronic medical certification on all death certificates.

Paper medical certification is only permitted if the death occurred by lethal injection. Drop-to-paper records are only permitted if the funeral home is out-of-state or the family is acting as funeral director.

### **Customer Service:**

Averaged 7 days or less from the date of assignment in TER to complete medical certification between 1/1/2018 and 9/30/2018.

If a lengthy investigation is performed, such as an autopsy or toxicology, the death certificate should be filed "Pending Investigation." Upon receipt of autopsy results, the appropriate certifier should immediately amend the certificate.

*Offices that complete medical certification within an average of 5 days or less will be considered for Exemplary Five Star.*

### **Data Quality (if applicable):**

Amended "Pending Investigation" as the cause of death on death certificates within 5 months, or notified the Texas Vital Statistics Section (VSS) with the reason for delay ([FieldServices@dshs.texas.gov](mailto:FieldServices@dshs.texas.gov)).

Responded to rare cause of death inquiries within 30 days of notification from VSS.